PARAVOX™

VOICE DIALER MODULE

"SECURITY HAS A VOICE"

Made in CANADA

USER'S GUIDE

PARADOX®
SECURITY SYSTEMS

TABLE OF CONTENTS

1.0 INTRODUCTION 2
1.1 System Features 2
1.2 Glossary of Terms 3

2.0 BASIC OPERATION 4
2.1 Stand-by Mode 4
2.2 Dialer Mode 4

3.0 USER'S OPENING MENU 6

4.0 USER'S PROGRAMMING MODE 8
4.1 Store Telephone Numbers 9
4.2 Delete Telephone and Pager Numbers 10
4.3 Record Voice or Pager Messages 11
4.3.1 Voice Messages 12
4.3.2 Program Output Labels (messages) 12
4.3.3 Pager Messages 12
4.4 Change User PIN (Default: 1234) 13
4.5 Telephone Number Assignment 14
4.6 Test Message Sending 15

5.0 PROGRAMMING DATA SHEET 16

6.0 INDEX 18

1.0 INTRODUCTION

The ***ParaVox™*** Voice Dialer provides remote voice and pager messaging capabilities for almost any security alarm panel. The *ParaVox* can advise users of almost any security situation such as burglary, fire, or flood by calling the user and playing a pre-recorded message or by paging and leaving a numerical message.

Fully programmable over the telephone (no external keypad required), the *ParaVox* guides the end user through all system functions with a full set of voice prompts. All the user needs to remember is their P.I.N. (Personal Identification Number)

The *ParaVox* Voice Dialer has four input zones, programmable to accept a variety of input configurations and devices. These zone inputs can be linked to four different 32-digit telephone numbers delivering up to four different messages (voice or pager). Programmable dial-out priority allows the dialer to contact the most important number first. Based on the installation requirements, the *ParaVox* can use two 30 second messages or four 15 second messages.

The *ParaVox's* two programmable outputs can be used for remote activation of almost any device by telephone, such as turning on air conditioning or heat, extinguishing lights, activating a sprinkler system, or opening a garage door.

1.1 SYSTEM FEATURES

- Voice and pager dial-out capabilities.
- Both DTMF and pulse dialing (pulse dialing is not recommended).
- Programmable inputs with N.C./N.O. triggering, with or without EOL (End of Line) resistor and +12Vdc-input trigger capability.
- Each zone can dial-out a maximum of four 32-digit telephone numbers. Each telephone number is individually allocated for either voice or pager.
- Dial-out priority can be set for each zone, enabling the most important number to be dialed first.
- The called party can terminate received alarm activation message with DTMF acknowledgment.
- Remote programming from any DTMF capable telephone. Please not that a dedicated telephone line is required to program the *ParaVox*. Do not connect the *ParaVox* to the same telephone line that will be used to call and program the *ParaVox*.

- The dialer can be configured to provide four 15 seconds or two 30 seconds messages.
- Programmable ring and busy tone (cadence) signals for use in different countries.
- Automatic Gain Control (AGC) provides excellent recorded speech quality.
- All system information, messages, telephone, pager and PIN numbers are stored in secure NV (non-volatile) RAM.
- Reset jumper to return system to default factory settings.

1.2 GLOSSARY OF TERMS

PSTN	Public Switched Telephone Network
PABX	Private Access Branch Exchange
PIN	Personal Identification Number
DTMF	Dual Tone Multiple Frequency
EOL	End of Line
PPS	Pulses Per Second
Kiss off	User acknowledges receipt of voice messages by pressing the **[#]** or **[*]** key twice within 2 seconds. *Kiss off* can also be performed locally if Zone 4 is programmed as a *Local Reset* switch.

2.0 BASIC OPERATION

2.1 STAND-BY MODE

In this mode, the voice dialer is idle and waits for one of two events to occur:

1) When calling the *ParaVox* to enter the *User's Opening Menu*, it waits a pre-determined number of rings (programmed by installer) then seizes the line and enters the *User's Opening Menu* (see section 3.0 on page 6).
2) When one of the four zones on the *ParaVox* has triggered, the *ParaVox* immediately enters the *Dialer Mode* (see section 2.2 below).

2.2 DIALER MODE

When a zone has triggered, the *ParaVox*:

1) Seizes the telephone line and disconnects all other telephones.
2) Dials the first telephone/pager number assigned to the triggered zone (see section 4.5 on page 14). If it's a Pager Number go to item #8. If it's a Voice Message Number go to item #3.

Voice Message Number:

3) After dialing the number and after the *Post Dial Delay* has elapsed (see section 4.1 on page 9), the *ParaVox* will begin transmitting the recorded message linked to the triggered zone (see section 4.3 on page 11). It will transmit the message the number of times defined by the *Voice Message Options* (programmed by installer) or until a "kiss off" is received.
4) To acknowledge receipt ("kiss off") of the message and to cancel any further dialing attempts to this number, you must press the **[#]** key twice within 2 seconds. To cancel all further dialing attempts to all numbers you must press the **[*]** key twice.
5) After "kiss off", the *ParaVox* will dial the next number in the dial-out list and it will no longer attempt to dial this number again regardless of the number of "Redials" (programmed by installer).
6) If the *ParaVox* does not receive a "kiss off", it will hang up, queue the number for redial and dial the next number in the dial-out list.
7) If after dialing the number, there is a busy signal, the *ParaVox* will hang up,

queue the number for redial, wait for 4 seconds and dial the next number in the dial-out list.

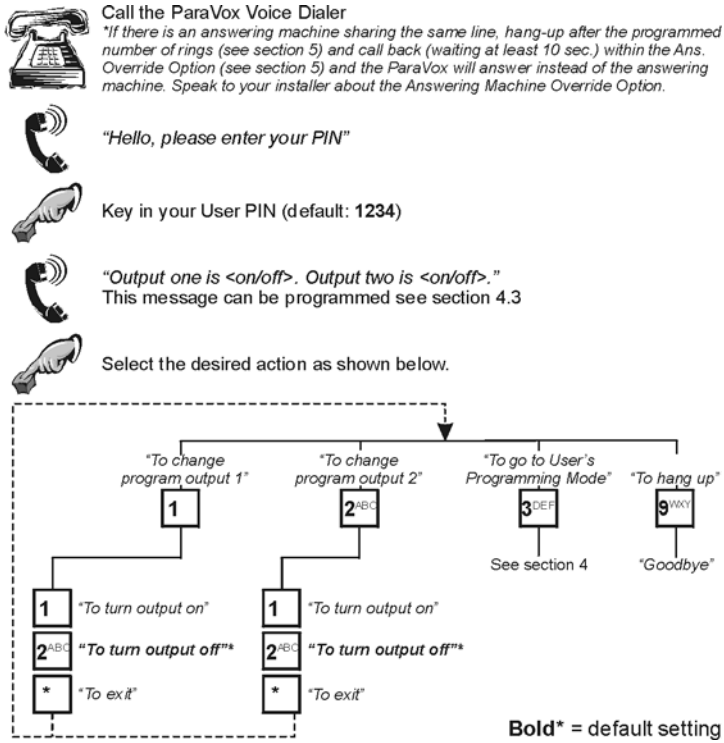
Pager Number:

8) After dialing the number and after the Post Dial Delay has elapsed (see section 4.1 on page 9), the *ParaVox* will begin transmitting the recorded numerical message linked to the triggered zone (see section 4.3 on page 11).
9) After transmitting the message, it will hang up and dial the next number in the dial-out list. Since the *ParaVox* assumes that the pager service has received and relayed the message, acknowledgment ("kiss off") of the message is not required and the *ParaVox* no longer attempts to dial this number again regardless of the number of "Redials".
10) If after dialing the number there is a busy signal, the voice dialer will hang up, queue the number for redial, wait for 4 seconds and dial the next number in the dial-out list.

Please note that pager numbers are dialed only once, regardless of the Redials setting unless the number was busy. Also note that telephone numbers are not redialed once "kiss off" is received.

3.0 USER'S OPENING MENU

To enter the *User's Opening Menu*:


Call the ParaVox Voice Dialer
*If there is an answering machine sharing the same line, hang-up after the programmed number of rings (see section 5) and call back (waiting at least 10 sec.) within the Ans. Override Option (see section 5) and the ParaVox will answer instead of the answering machine. Speak to your installer about the Answering Machine Override Option.
"Hello, please enter your PIN"
Key in your User PIN (default: 1234)
"Output one is <on/off>. Output two is <on/off>."
This message can be programmed see section 4.3
Select the desired action as shown below.
"To change program output 1"
"To change program output 2"
"To go to User's Programming Mode"
"To hang up"
1
2ABC
3DEF
9WXY
See section 4
"Goodbye"
1 "To turn output on"
2ABC "To turn output off"*
* "To exit"
1 "To turn output on"
2ABC "To turn output off"*
* "To exit"
Bold* = default setting

The *User's Opening Menu* allows you to activate or deactivate the programmable outputs. The programmable outputs (PGM1 & PGM2) can be used for remote switching of other devices. For example, a PGM can be used to turn on air conditioning or heat, extinguish lights, activate a sprinkler system, or open a garage door. Speak to your installer for more information.

The *User's Opening Menu* also provides access to the *User's Programming Mode* (see section 4.0 on page 8). While in any of the user menus, detailed voice prompts will guide you through all the available selections.

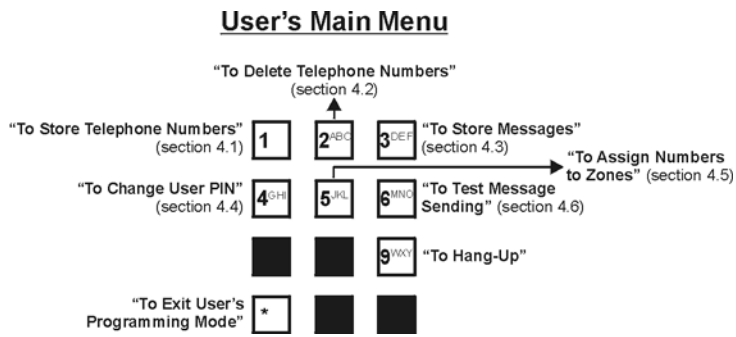
*Press the **[*]** key at any time to return to the previous menu without saving (except when recording messages). In most situations you can type over voice prompts rather than waiting for the voice prompt to end.*

The ParaVox will repeat the voice prompts four times, if no actions are made in this time, the ParaVox will automatically hang up.

4.0 USER'S PROGRAMMING MODE

To enter the *User's Programming Mode*:

1) From the *User's Opening Menu* (see section 3.0 on page 6) press the **[3]** key.
2) Once in the *User's Programming Mode* you will have access to the *User's Main Menu*. Select the desired action as demonstrated below.

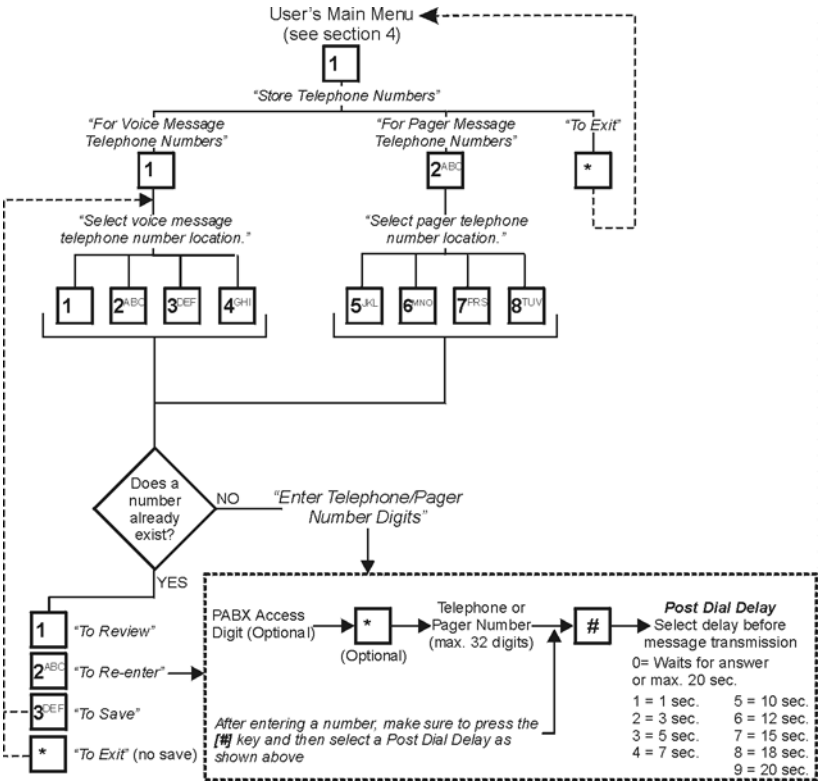


Entering the *User's Programming Mode* allows you to set most of the *ParaVox's* parameters. Please note that while in the *User's Programming Mode*, detailed voice prompts will guide you through all available selections.

*Pressing the **[*]** key at any time will revert to the preceding step without saving. You do not have to wait for the voice prompts to end before pressing a key.*

The ParaVox will repeat the voice prompts four times, if no actions are made in this time, the ParaVox will automatically hang up.

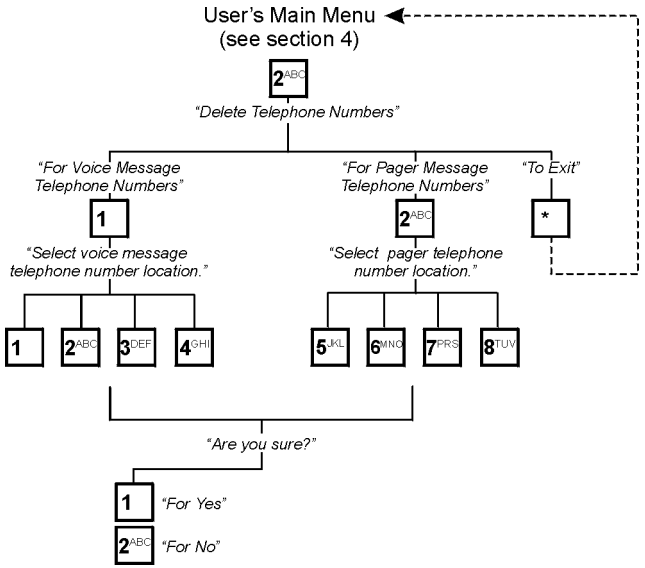
4.1 STORE TELEPHONE NUMBERS



The *ParaVox* unit can store up to four telephone numbers in locations **[1]** to **[4]** and up to four pager numbers in location numbers **[5]** to **[8]**. When a telephone number location is assigned to a zone (see section 4.5 on page 14), the *ParaVox* will dial the number programmed here whenever the zone is triggered. The telephone numbers are programmed into the desired locations as described above.

When entering numbers, do not wait more than 4 seconds between key presses. After entering a number, make sure to press the [#] key and then select a Post Dial Delay as shown above.

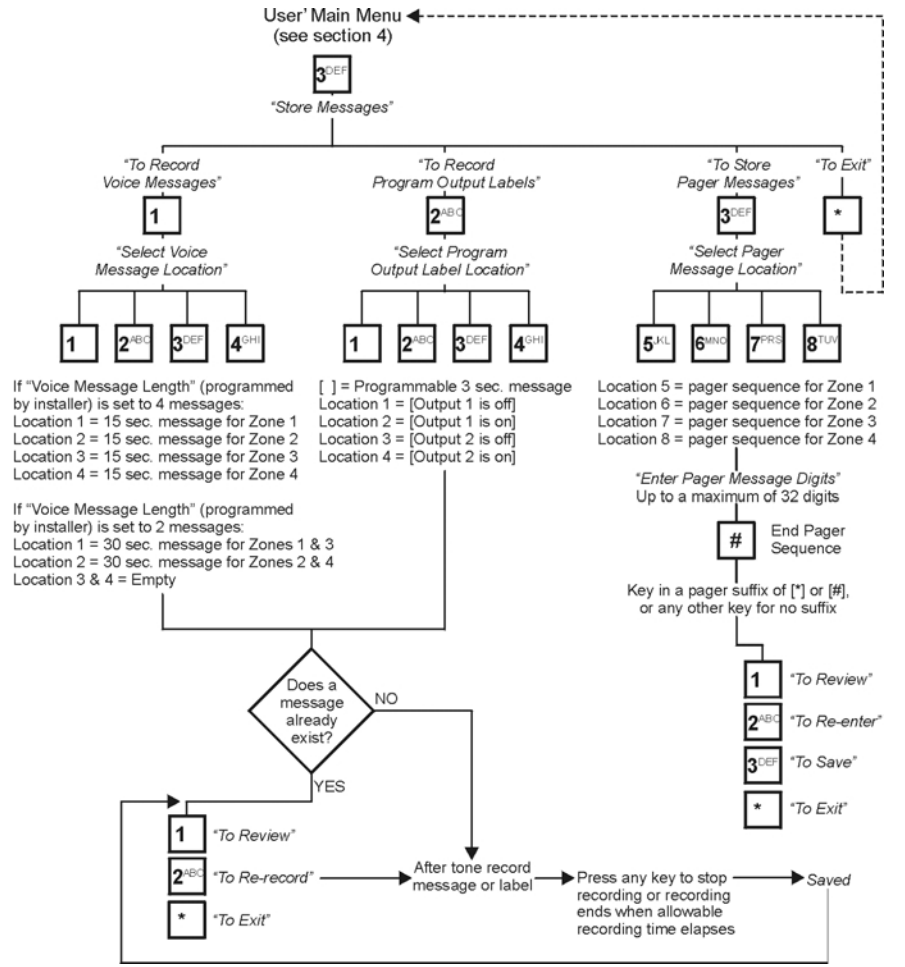
4.2 DELETE TELEPHONE AND PAGER NUMBERS



Previously stored voice message telephone numbers and pager telephone numbers can be deleted by entering option **[1]** or **[2]** from the *Delete Telephone Numbers* menu. Select the desired voice message telephone or pager number location. Deletion is confirmed by entering **[1]** for yes or **[2]** for no.

When you delete a telephone number, the ParaVox will automatically remove the number from all zone assignments.

4.3 RECORD VOICE OR PAGER MESSAGES


User' Main Menu
(see section 4)
3 DEF
"Store Messages"
"To Record Voice Messages"
1
"Select Voice Message Location"
1
2 ABC
3 DEF
4 GHI
"To Record Program Output Labels"
2 ABC
"Select Program Output Label Location"
1
2 ABC
3 DEF
4 GHI
"To Store Pager Messages"
3 DEF
"Select Pager Message Location"
5 JKL
6 MNO
7 PRS
8 TUV
"To Exit"
*
If "Voice Message Length" (programmed by installer) is set to 4 messages:
Location 1 = 15 sec. message for Zone 1
Location 2 = 15 sec. message for Zone 2
Location 3 = 15 sec. message for Zone 3
Location 4 = 15 sec. message for Zone 4
If "Voice Message Length" (programmed by installer) is set to 2 messages:
Location 1 = 30 sec. message for Zones 1 & 3
Location 2 = 30 sec. message for Zones 2 & 4
Location 3 & 4 = Empty
[ ] = Programmable 3 sec. message
Location 1 = [Output 1 is off]
Location 2 = [Output 1 is on]
Location 3 = [Output 2 is off]
Location 4 = [Output 2 is on]
Location 5 = pager sequence for Zone 1
Location 6 = pager sequence for Zone 2
Location 7 = pager sequence for Zone 3
Location 8 = pager sequence for Zone 4
"Enter Pager Message Digits"
Up to a maximum of 32 digits
#
End Pager Sequence
Key in a pager suffix of [*] or [#], or any other key for no suffix
1 "To Review"
2 ABC "To Re-enter"
3 DEF "To Save"
* "To Exit"
Does a message already exist?
NO
YES
1 "To Review"
2 ABC "To Re-record"
* "To Exit"
After tone record message or label
Press any key to stop recording or recording ends when allowable recording time elapses
Saved

4.3.1 Voice Messages

If key **[1]** is selected from the *Store Messages* menu, you will be able to record voice messages. Depending on the selected *Voice Message Length* (programmed by the installer) you will be able to record two 30 second messages or four 15 second messages. Each recorded message is linked to a specific zone input as shown in the figure on the previous page. When a triggered zone has been programmed to dial-out a voice message telephone number (see section 4.5 on page 14) and when the number is reached, the *ParaVox* will play the recorded message linked to the triggered zone.

Default Messages:
"Trigger of zone x detected. Key hash twice or star twice to accept."

Sample Voice Messages:
"Liquid level above normal"
"Smoke detected in the archive room"

We recommend adding the following to your voice messages:
*"...press the **[#]** or **[*]** key twice to acknowledge message"*

4.3.2 Program Output Labels (messages)

Selecting the **[2]** key from the *Store Messages* menu allows the user to record voice prompts linked to the programmable outputs (3 seconds maximum) as shown in the diagram on page 11. These messages are played when entering the *User's Opening Menu* and when changing the state of the programmable outputs (see section 3.0 on page 6).

Default Labels (messages):	**Sample Program Output Labels:**
"Output 1 is <on/off>"	*"Garage door is open"*
"Output 2 is <on/off>"	*"Air conditioning is off"*

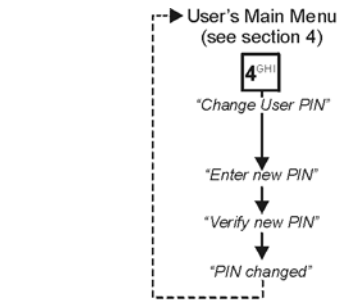
4.3.3 Pager Messages

If key **[3]** is selected from the *Store Messages* menu, you will be able to record numerical pager messages. Up to four 32-digit pager messages can be programmed each of which is linked to a specific zone input as shown in the figure on the previous page. When a triggered zone has been programmed to dial-out a pager number (see section 4.5 on page 14) and when the number is reached, the voice dialer will transmit the recorded numerical message linked to the triggered zone.

EXAMPLE:
In the following example notice how the messages are linked to the triggered zone and not the telephone numbers.

Zone 4 is programmed to dial telephone number locations 1 and 2. When zone 4 has triggered, the *ParaVox* will dial the telephone number stored in "telephone number location 1". After the Post Dial Delay, the *ParaVox* will play the message recorded in "Voice Message Location 4". The *ParaVox* will proceed by dialing the number recorded in "telephone number location 1". After the Post Dial Delay, the *ParaVox* will play the message recorded in "Voice Message Location 4".

4.4 CHANGE USER PIN (DEFAULT: 1234)



Press the [*] at any time to revert to the *User's Main Menu* without saving.

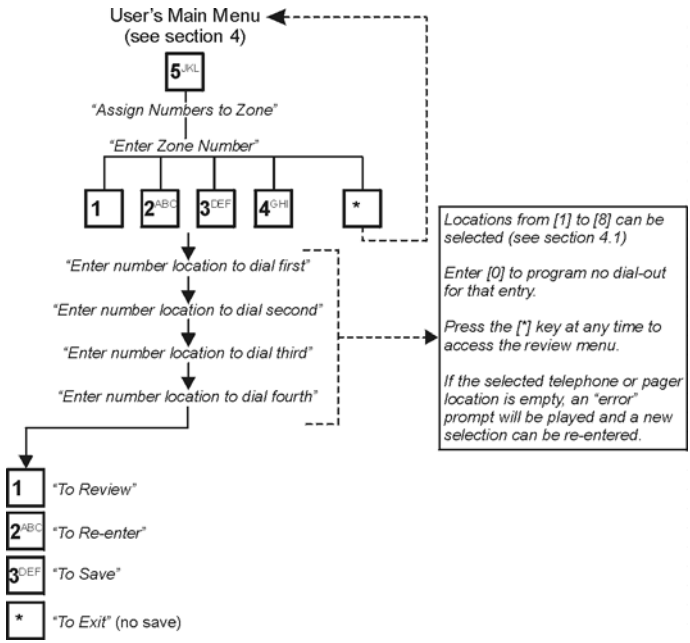
The *ParaVox* system supports up to four user PINs, which can be 4 or 6 digits in length as programmed by your installer.

After entering the *User's Programming Mode*, press the **[4]** key to enter the *Change User PIN menu* and enter the new PIN twice. After entering the PIN twice the *ParaVox* automatically saves the PIN into a User PIN location. Only the PIN used to enter the *User's Opening Menu* can be changed. The **[*]** key can be pressed at any time to exit without saving.

Programming a user PIN for the first time:
Enter the User's Main Menu using the default User PIN (1234). Then change the PIN to the desired number. To program subsequent User PINs, exit and re-enter the User's Main Menu using the default PIN.

Please note that the default User PIN (1234) is only erased after programming all 4 user PINs. Therefore, if only one user is going to use the system, we recommend programming the same user PIN in all four locations in order to erase the default PIN.

4.5 TELEPHONE NUMBER ASSIGNMENT


User's Main Menu
(see section 4)
5 JKL
"Assign Numbers to Zone"
"Enter Zone Number"
1
2 ABC
3 DEF
4 GHI
*
"Enter number location to dial first"
"Enter number location to dial second"
"Enter number location to dial third"
"Enter number location to dial fourth"
Locations from [1] to [8] can be selected (see section 4.1)
Enter [0] to program no dial-out for that entry.
Press the [*] key at any time to access the review menu.
If the selected telephone or pager location is empty, an "error" prompt will be played and a new selection can be re-entered.
1 "To Review"
2 ABC "To Re-enter"
3 DEF "To Save"
* "To Exit" (no save)

The *ParaVox* can assign up to four telephone or pager numbers to each of the four zone inputs. This means each zone has a prioritized sequence of dial-outs customized to suit the input. Since voice and pager messages are linked to specific zones, telephone numbers assigned to a zone will play the same voice messages and pager numbers will send the same numerical message.

Select the desired zone and enter up to four telephone and/or pager number locations (one through eight) in the order of dial-out preference. If a location that

corresponds to an empty voice or pager number is selected, an "error" message is played and the user can enter another location. To disable a zone, enter zero in all four number locations for that zone. Press the **[*]** star key after the last entry to enter less than four entries and access the review menu.

4.6 TEST MESSAGE SENDING

To test dialer functionality, enter the *Test Message Sending menu* and enter a digit between one and eight corresponding to the desired telephone number location (see section 4.1 on page 9). If an empty location is selected (no number is stored there), the "error" prompt will be played. Another selection can then be entered.

After selecting the desired telephone number location, the *ParaVox* will dial the selected telephone number and after the Post Dial Delay it will play the message recorded in Message Location 1.

Telephone numbers 1 to 4 will always play the voice message stored in Voice Message Location 1. Pager numbers 5 to 8 will always play the pager message stored in Pager Message Location 5.

EXAMPLE:
To test the message transmission of telephone number 4. Press the **[6]** key from the *User's Main Menu*, then press the **[4]** key to select Telephone Number Location 4. The *ParaVox* will dial the number stored in Telephone Number Location 4. When the Post Dial Delay has elapsed, the *ParaVox* will transmit the message programmed in Voice Message Location 1.

5.0 PROGRAMMING DATA SHEET

The following pages have been provided to record the *ParaVox's* settings.

Personal Identification Numbers (PINs)

User PIN Length (set by installer): _____

User PIN 1 (section 4.4): _____ Default: 1234
User PIN 2 (section 4.4): _____ Default: 1234
User PIN 3 (section 4.4): _____ Default: 1234
User PIN 4 (section 4.4): _____ Default: 1234

Telephone and Dialing Parameters

Redials (set by installer): _____ (0 to 3)
Rings for Answering (set by installer): _____ (1 to 8)
Ans. Override (set by installer): _____ (24 to 60 sec.)

Voice Message & Pager Telephone Numbers (section 4.1)

Location 1 #:_____ Post Dial Delay:_____
Location 2 #:_____ Post Dial Delay:_____
Location 3 #:_____ Post Dial Delay:_____
Location 4 #:_____ Post Dial Delay:_____
Location 5 #:_____ Post Dial Delay:_____
Location 6 #:_____ Post Dial Delay:_____
Location 7 #:_____ Post Dial Delay:_____
Location 8 #:_____ Post Dial Delay:_____

Recorded Voice Messages (section 4.3.1)

Message Length (set by installer): _____
Message Repeats (set by installer): _____
Kiss off Options (set by installer): _____

Location 1 / Zone 1:_____
Location 2 / Zone 2:_____
Location 3 / Zone 3:_____
Location 4 / Zone 4:_____

Recorded Pager Messages (section 4.3.3)

Location 5 / Zone 1:_____
Location 6 / Zone 2:_____
Location 7 / Zone 3:_____
Location 8 / Zone 4:_____

Recorded Output Labels (section 4.3.2)

Location 1 / Output 1 off:_____
Location 2 / Output 1 on:_____
Location 3 / Output 2 off:_____
Location 4 / Output 2 on:_____

Assign Numbers to Zones (section 4.5)

	1st Location	2nd Location	3rd Location	4th Location
Zone 1:	____	____	____	____
Zone 2:	____	____	____	____
Zone 3:	____	____	____	____
Zone 4:	____	____	____	____

Notes

Zone 1: _____
Zone 2: _____
Zone 3: _____
Zone 4: _____

6.0 INDEX

A
Assigning Telephone Numbers 14

B
Basic Operation 4

C
Change User PIN 13

D
Data Sheet 16
Deleting Telephone & Pager Numbers ... 10
Dialer Mode 4

F
Features 2

G
Glossary 3

I
Introduction 2

M
Menu, User's Opening 6
Messages, Record 11
Mode
Dialer 4
Stand-by 4
User's Programming 8

N
Number
Pager 5
Voice Message 4

O
Opening Menu, User's 6
Operation, Basic 4

P
Pager Messages 12
Pager Messages Recording 11
Pager Number 5
Pager Numbers, Deleting 10
PIN, Change 13
Program Output Labels 12
Program User PIN 13
Programming Data Sheet 16
Programming Mode, User 8

R
Record Messages 11
Record Voice or Page Messages 11
Recording Messages
Pager Messages 12
Program Output Labels 12
Voice Messages 12
Recording Voice/Pager Messages 11

S
Sending Test Messages 15
Stand-by Mode 4
Store Telephone Numbers 9
System Features 2

T
Telephone Number Assignment 14
Telephone Numbers, Deleting 10
Telephone Numbers, Storing 9
Terms, Glossary 3
Test Message Sending 15

U

User PIN, Change 13
User PIN, Changing 13
User Programming Mode 8
User's Opening Menu 6
User's Programming Mode
Change User PIN 13
Deleting Pager Numbers 10
Deleting Telephone Numbers 10
Recording Messages 11
Store Telephone Numbers 9
Telephone Number Assignment 14
Test Message Sending 15

V

Voice Message Number 4
Voice Message Recording 11
Voice Messages 12

WARRANTY

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